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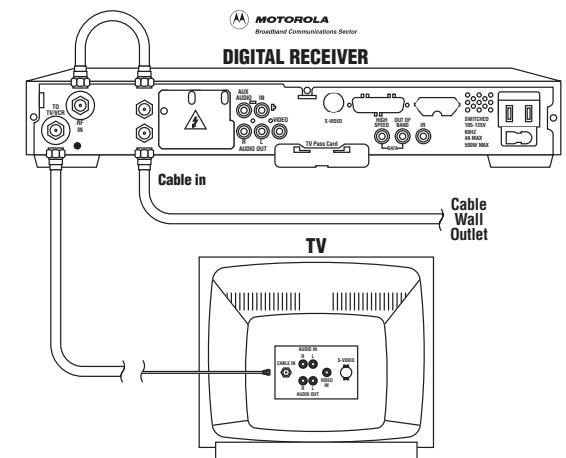
Setting Up Your Digital Receiver

First things first

1. Write down the Digital Registration Number, located on the side of the Digital Cable Receiver packaging, in the appropriate space on page 7 of this booklet. The number starts with GI or M, followed by letters and/or numbers.
2. Next, record the serial number of your Digital Receiver in the appropriate place on page 7 of this booklet. This number can be found on the back of the receiver and it starts with 0000.
3. You'll need these numbers when you call to activate your receiver. It's easier to record them now before the receiver is all hooked up.

Connecting your Digital Receiver to your TV

1. Set your TV to channel 3.
2. If you don't have enough electrical outlets, use a power bar that will always be on.
3. The following diagram represents the basic setup. Follow the instructions for the basic wiring connections. Don't forget to read all the detailed notes. Not all receiver models will look alike, but the required inputs and outputs are all labelled the same way.



Choose from a variety of customized Theme Packs for your viewing pleasure.

For more information, or to order, call 1-800-267-9000 or visit cogeco.ca

Family Theme Pack

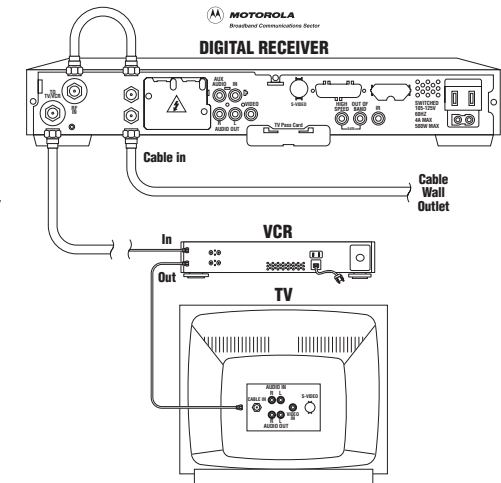
There's fun for the whole family with this great package of channels.



Setting Up Your Digital Receiver

Connecting your Digital Receiver to your VCR and TV

1. Connect the wall cable to 'CABLE IN' on your Digital Receiver.
2. Connect your Digital Receiver 'TO RF IN' output cable to the 'CABLE IN' input of your VCR.
3. Set VCR and TV to channel 3 (the TV can also be tuned to channels 2 or 4, according to the type of VCR).
4. Connect the 'CABLE OUT' output cable from your VCR to the 'CABLE IN' input on your TV.



Special Notes: Not all receiver models will look alike, but the required inputs and outputs are all labelled the same way. With this type of setup you can use your VCR to record any channel that you are watching. To record a different program from the one you're watching refer to additional configurations in the Motorola User Guide supplied with your Digital Receiver.

Do you have a security camera in your building?

If you have a Motorola DCT700 Digital Receiver you will be required to split the cable from the wall to your TV and Digital Receiver in order to continue to access the building's security camera. Please refer to the connection card included with your Digital Receiver to continue to access your building's security camera.

For additional connection diagrams and instructions please refer to the Motorola User Guide supplied with your Digital Receiver.

Activating Your Digital Receiver

1. Ensure the Digital Receiver is correctly set up with all your equipment using the appropriate connection diagram under 'Setting Up Your Digital Receiver' or refer to the Motorola User Guide included in your receiver packaging.
2. Now that your receiver is properly connected to your TV and to the cable line according to the appropriate diagram for your specific required configuration, move on to the next steps to activate your receiver.
3. If not already done, locate the Digital Registration Number, which can be found on the side of the Digital Receiver packaging. The number will start with GI or M. Write this number in the space provided below.

GI or M

4. If not already done, locate the serial number that starts with 0000. It's located on the back of the Digital Receiver. Write this number in the space provided below.

A/N#

5. If you picked up your Digital Receiver at a Cogeco storefront or it was delivered by courier or installer, please call 1-866-774-8888 to proceed with activating your Digital Receiver.

Or, if you picked up your receiver at a third party retail location please call 1-866-344-8211.

6. Ask how you can start saving money right away by bundling your Digital Cable with High Speed Internet, all on one convenient, single monthly bill.
7. Read the rest of this guide to learn how you can make the most of your Digital Cable experience.
8. That's it! Congratulations. Sit back and enjoy all that Cogeco Digital Cable has to offer.

Sports Theme Pack

Score big with this package of sports channels.



Once you understand the ins and outs of the remote control, you'll be the master of your digital entertainment.



Cocego's 10 Easy Keys

- 1 Press POWER to start the television
- 2 Make sure you push the TV key if POWER doesn't work
- 3 Press EXIT at anytime to return to watching TV
- 4 Press LAST to return to the previous menu or flip between two channels
- 5 Press INFO to learn more about the show
- 6 Check out all of the current program possibilities with GUIDE
- 7 The OK button is like the 'return' or 'enter' key
- 8 Access the MAIN MENU of the guide with SETTINGS
- 9 Go directly to the Video on Demand (VOD) menu
- 10 Hit FAV to access your favourite channels

Refer to your remote instruction manual for full instructions on using and programming your remote (included with the remote).

Here's a little exercise to help you find your way around using your new remote. By the time you're through, you'll be the master of the remote.

1. Find out what television programs will be on tonight at 11pm on CBC.
(If 11pm has passed already, find out what program is on at 11pm tomorrow).
Hint: Use the GUIDE button.
2. Find the VOD channel. *Hint: Use the SETTINGS button.*
3. Find an event or movie that you might want to watch on Pay Per View.
4. Using the guide and information buttons, find out the synopsis for any upcoming television program on any channel.
5. Find the digital music channel that plays Reggae music and then mute the station when you get there. *Hint: Use the GUIDE or MUSIC button.*
6. Sample a Video on Demand program for FREE in the Free on Demand section.
Hint: Access VOD on channel 1.

Answers:

1. News.
2. Press the MENU key and Navigate.
3. Press MENU, Select PPV and Navigate.
4. Use the GUIDE and INFO buttons.
5. Hit the MUSIC button and scroll.
6. Press button 1 and then OK or the VOD button on the remote.

Lifestyle Theme Pack

A selection of channels to suit any lifestyle.



Cogeco Cable Features

Enjoy all of Cogeco's available features

1. Hundreds of Channels to Choose From
2. Interactive Program Guide
3. Video on Demand
4. Commercial-free Music
5. Time Shifting
6. The Movie Network
7. Pay Per View
8. HDTV & Dolby 5.1 Sound

Hundreds of Channels to Choose From

Access your selection by using the GUIDE button. (Also known as Easy Key **6**)

Use the GUIDE to surf through the hundreds of interesting specialty channels and network broadcasters to find the programs that interest you. There are channels for all tastes and special interests. See what's on now, and what's coming up for the next few days. You can scan all the channels and see short descriptions of the shows. Plan your television viewing easily with your remote and the Interactive Program Guide. Get the most from your television and never miss a favourite show again.

Interactive Program Guide

Also known as Easy Key **8** this will help you find any feature quickly and easily.

Search by:

- | | | |
|----------------------------|------------------|------------------|
| • Time | • PPV by time | • Messages |
| • Channel | • Special Events | • Favourites |
| • Movies, Sports, Children | • Premium | • Parent Control |
| • Search | • Digital Music | • Set up |
| • VOD | • Adult | |

Refer to the Prevue Guide brochure included with your Digital Receiver for more information on how to make the most of the Interactive Programming Guide.

Cogeco Cable Features

Cogeco Video on Demand

Once you try Cogeco Video on Demand, you'll never again need to get in the car, go to the video store, settle on something they have in stock, then rush back to the store when you're done to avoid late fees.

Video on Demand gives you easy access to hundreds of great movies that are always available on your schedule.

- Easy to access – simply click the ORDER button on your Digital Receiver remote and you've rented your selection
- Start and finish your movie whenever you want
- Watch your movie again and again – it's yours for up to 24 hours
- No more late fees – there's no need to return a VOD movie
- Stay home and relax while you choose from hundreds of titles
- **It's only available on Digital Cable**

How to order VOD



It's easy.

1. Access the VOD menu by pressing the VOD button, or tune to channel 1 for previews.
2. Navigate to find the movie or category type you want.
3. Select the movie.

Frequently Asked Questions about VOD

Do my Parental Control & Purchase code settings stay the same for Video on Demand purchases as with other features of the Interactive Program Guide?

Yes. Codes and settings apply to Video on Demand just as with any other feature of the Interactive Program Guide.

If I get to the end of a video and want to watch it again, can I restart at the beginning?

Yes, as long as your viewing period has not expired, you may watch the program again and again.

How do I return to watching a VOD rental after I've tuned to another channel?

Select MY RENTALS from the VOD Main Menu and choose the program you wish to resume watching. You can either begin watching where you left off with the RESUME feature, or start the program from the beginning with the RESTART feature.

How many titles can I rent at one time?

Typically, there's no limit on VOD rentals.

I have more than one Digital Receiver in my home. Can I order a VOD movie on one of the receivers, and access it on the other through MY RENTALS?

No, a VOD title can only be accessed on the receiver that was used to place the order. Available VOD orders will appear in the MY RENTALS section.

If I order a movie that is in the LAST CHANCE category, will I still be able to view the movie for the entire 24-hour rental period?

Yes. The LAST CHANCE category includes movies scheduled to be removed from the VOD listings. You will still be able to watch the movie for the entire 24-hour rental viewing period.

What if I only watched 15 minutes of the movie I ordered and didn't get to watch the rest before it expired?

You will have to order the movie again. Refer to the INFORMATION SCREENS for remaining rental and viewing time.

Cogeco Cable Features

Commercial-free digital music channels from Galaxie and MaxTrax

Access your selection by using the MUSIC button on your remote.

Enjoy 40 non-stop commercial free music channels. Whether it's a quiet night at home or a get-together with friends, you'll be able to access a wide range of tunes. Everything from Jazz, Classical and Reggae to Ambient, Rock and Dance. Let the expert programmers from Galaxie and MaxTrax be your DJs for the music genre of your choice.

Time Shifting*

Missed a show at 8pm in Ontario? Time shift and find it in another time zone. Catch the same episode at 9pm (on the Winnipeg station) or 10pm (Edmonton) or 11pm (Vancouver). Prime time is expanded with 20 Time Shifting channels in 5 time zones, allowing you to catch your favourite show later the same night.

The Movie Network

The Movie Network is the destination to enjoy hundreds of movies a month and exclusive series from HBO and Showtime – all uncut and commercial-free. For the same cost of renting 3 to 4 movies a month, you get access to 7 channels of The Movie Network, including The Movie Network HD and The Movie Network OnDemand. Plus, with Mpix and Mescape, you get two channels dedicated to classic movies.



The Movie Network OnDemand*



The Movie Network OnDemand gives you unlimited access to a wide selection of movies and series available at your command.

- Instant access to over 90 movies and series.
- Ability to pause, fast-forward and rewind like your VCR or DVD player.
- The programs you want to watch, when you want to watch them.
- No waiting. No schedules.
- New movies every Tuesday.
- Easy to use. Go to channel 208 and enjoy the show.
- Best of all The Movie Network OnDemand is FREE when you subscribe to The Movie Network.

Pay Per View

Cogeco's Digital Cable TV lets you access a wide variety of Pay Per View movies and events from Viewers Choice. Order from over 100 movies, including old favourites and new releases. Order events, including Boxing, Wrestling and Comedy each month, right from your Interactive Program Guide!

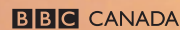
It's simple



- Access the MENU.
- Navigate to the PPV bar.
- Select PPV.
- Navigate to find the movie you want.
- Select the movie.

Fact & Fiction Theme Pack

Find out who dun it and how they did it.



Cogeco Cable Features

Theme Packs

Sports fanatic? History buff? Amateur movie critic? Cogeco offers pre-packaged Theme Packs that group together your favourite digital specialty channels. Choose one or more from the Family Theme Pack, More Variety Theme Pack, Youth Theme Pack, Sports Theme Pack and many more. For more information, visit cogeco.ca or call 1-800-267-9000 to order additional Theme Packs.

HDTV & Dolby 5.1 Sound*

Now with HDTV, you can get the ultimate TV experience with a super high-resolution image and cinema-quality sound.

Requirements for HDTV

What you'll need to get started:

1. A subscription to a Cogeco Digital Package (which you have already!).
2. Your High Definition Television or HD-Ready TV set.
3. The purchase or rental of a Motorola Advanced HD/DVR Digital Receiver from Cogeco.
4. Canadian network HD channels are included free with your Digital Cable subscription, and additional great Canadian Specialty HD channels and US networks in HD are available as a theme pack.

Enjoy Dolby Digital 5.1 Sound

With great picture, why not have the sound to match it? Now, Dolby Digital 5.1 Surround Sound is available with the Home Theatre and Advanced HD/DVR Digital Cable Receivers from Cogeco. Your home entertainment experience will be the next best thing to actually being in the theatre or in the stands at a sporting event.

*HDTV with Cogeco is not available in all areas. Dolby Digital 5.1 is not available on all Digital Receivers. To receive Dolby Digital 5.1 audio will require additional home theatre equipment.



Youth Theme Pack

With channels like Much VIBE and Much LOUD, this package rocks!



You've Got Questions. We've Got Answers.

Sometimes technology can be complicated. So we're here to help make your new digital cable experience as easy as possible. If you're experiencing difficulties and can't find a solution in our general cable troubleshooting tips, please visit us online at cogeco.ca or call us at 1-866-774-8888.

What to check if you're experiencing a poor signal.

First make sure all your cable connections are 'finger-tight', then check the following:

1. Is there any obvious damage to visible cable wires?
2. Does the problem exist on every cable outlet in your home?
3. Is any digging or construction going on around your home?

If you answered "YES" to any of the above questions, you probably require technical assistance. Please contact Cogeco Technical Support for help.

Audio is not matching the video on a channel.

1. Press the MENU or PROGRAM button on your television remote or look for a hidden panel on your television set where one of these buttons might be located.
2. Locate the SAP (Secondary Audio Programming) function on your television via your on-screen programming MENU.
3. Make sure the audio is programmed to STEREO or MONO.

I sometimes see a red light on the front panel of the Digital Receiver or a yellow envelope on the flip bar at the bottom of the screen. What is that?

- When an envelope appears in the upper right corner of the navigator MAIN MENU, you have a message waiting for you in the 'mail-box' of your Digital Receiver. Messages are sent from Cogeco regarding programming changes, special promotions or other important information that might affect your service.
- To read your message, highlight the MESSAGE bar and press the OK button. Then use the UP or DOWN button to highlight the message and press the OK button. The text of the message will then appear on your screen.
- Save the message by highlighting the KEEP bar and pressing the OK button.
- Delete the message by highlighting the DELETE bar and pressing the OK button.

My Digital Receiver sometimes locks up and I can't change channels or turn the unit on or off.

The Digital Receiver will generate heat much like a personal computer and must be placed in a well-ventilated area. Leave at least 3/4 inch space on the sides and above the Digital Receiver. DO NOT place any items (electrical equipment, plants, videotapes, papers, etc.) on top of your Digital Receiver. If the terminal locks up, try resetting it by unplugging the AC from the wall and powering it back up again. If the problem persists, contact Cogeco Technical Support.

Need help with your Digital Cable Services?

- Ensure that there are no obstructions between your Digital Receiver and your remote control.
- Double check that the remote control batteries are not dead by replacing them.
- You can also try resetting your unit by turning it off and unplugging it for 10 seconds. The system may take 15-20 seconds to reset. It may take up to 20 minutes for the Navigator software to reset.
- Try to change channels using the channel UP or channel DOWN buttons on the Digital Receiver (not present on all models). If the channels are changing, and you've tried all the previous steps, then there may be a problem with your remote control. Contact Cogeco Technical Support for further assistance.

I want to record a digital channel while I am not home, what do I do?

- Make sure your TV and VCR are set to channel 3.
- Program your VCR to turn on at the appropriate time and make sure it remains tuned to the proper input channel. Then you can turn off your VCR for Timer recording.
- Set up Tune Timer – go to MAIN MENU, then SETUP, and then TIMERS – enable Timers by using right arrow button and set the desired date, frequency, time, duration, and channel for a program.
- Ensure that the MUTE function is off.

I tuned to a digital channel and I get sound, but there is no picture.

Try using the channel UP button and then channel DOWN. This should bring the picture in.



The Movie Network

The Movie Network is the destination to enjoy Hollywood hits and exclusive series from HBO and Showtime all uncut and commercial-free. With 5 channels of The Movie Network, 2 channels of Mpix, The Movie Network OnDemand and The Movie Network HD there is always something for you to enjoy.



You've Got Questions. We've Got Answers.

Can I use VCR Plus with Digital Cable TV?

No, the Digital Receiver is not compatible with VCR Plus.

How do I program my universal remote control for my TV and VCR?

Refer to the instructions that are included with the universal remote control for programming instructions and tips on operation.

I have a blue or blank screen. Why?

1. Ensure that the TV/Video switch on your VCR is not switched to Video.
2. If you are using a Digital Receiver or VCR remote, ensure that your TV is on channel 3 (channel 2 for some models).
3. Locate the programming feature or button on your TV and ensure that it is on CATV or cable mode.

What do I do if my picture is snowy?

Call Cogeco Technical Support for assistance.

I'm not receiving any channels above 13? What's happened?

1. Check your TV set or other equipment with TV/CATV switch to see if it's in an incorrect position.
2. If there was a power outage, the channels may need to be reprogrammed.

I can't turn the Digital Receiver on. What's gone wrong?

If there are wall switches that control any of the electrical outlets to which equipment or your television is plugged into, make sure they have not been accidentally switched off.

More Variety Theme Pack

Spice up your life with this mixed variety of channels.



'Make Sure' Checklist

If you're having problems, here is a quick list to verify that you've checked everything before you call us.

- ☐ Make Sure that all your cable and electrical connections are firmly connected to all equipment including your television and wall outlets.
- ☐ Make Sure your television is on channel 3.
- ☐ Make Sure your remote is in cable mode by pressing the CABLE button.
- ☐ Make Sure there aren't any obstructions between your Digital Receiver and your remote control.
- ☐ Make Sure your batteries are still fresh and functioning. Replace them if they're old.
- ☐ Make Sure any wall switches that control the electrical outlets to equipment or your television is plugged in, and in the "on" position.

Do you have more questions?

Visit our website at cogeco.ca. Click on Customer Care, then click on Technical Support and you'll find supplementary information to help you with the set-up process. If you require further assistance, call our 24-hour Technical Support line at 1-866-774-8888.

Other Cogeco Features You Should Know About

High Speed Internet

Cogeco High Speed Internet makes surfing the Internet quick and easy providing instant connectivity and unlimited access time – without tying up your phone line.

Cogeco is the fastest high speed Internet you can get.¹ And that makes your life easier.

Easy Downloads – It's way faster than high speed by phone.

Easy Connection – It's always on, and you get unlimited access time.

Easy Communication – Talk on the phone and surf at the same time because it doesn't tie up your phone line.

Easy Installation – One of our professional installers will come right to your home to set you up.

Easy Security – Protect your family with our suite of Cogeco Security Services – FREE with High Speed Internet and High Speed Pro.² It includes Parental Control, Anti-Virus, Firewall, Anti-Spam and Internet Dial-up Control.

Bundle it up and save!

With Cogeco Bundles you can choose what high speed Internet service suits you best, combine it with Digital Cable, and save up to \$5 every month. Add that up over a year, and it's like putting \$60 back in your pocket.

Contact Us

If you have any questions, visit our website at cogeco.ca

Click on Customer Care, then click on Technical Support and you'll find supplementary information to help you with the set-up process. If you require further assistance, call our 24-hour Technical Support line at 1-866-774-8888.

Residential Services and Support

Sales & General Inquiries 1-800-267-9000

24-hour Technical Support 1-866-774-8888

Commercial Services and Support

Internet 1-866-COGEKO B (264-3262)

Cable TV 1-800-267-9000

Mailing Address for Service and Support, Ontario

950 Syscon Rd.

PO Box 5076, Station Main

Burlington, ON

L7R 4S6

Fax: (905) 333-8136

Head Office, Montreal

Cogeco Inc.

5, Place Ville-Marie

Suite 915

Montreal, Quebec, H3B 2G2

Tel.: 514-874-2600

¹ The download speed of Cogeco High Speed Internet service is faster in every service category than the download speed of corresponding available high speed Internet services by phone (DSL). Based on data published by DSL suppliers. Download speeds can vary with Internet traffic, server or other factors.

² Cogeco Security Services also available with Cogeco High Speed Lite at \$2.00 per month.

NOTES

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Ontario 1-877-611-7311
cogeco.ca



GETTING STARTED MADE EASY